ConnectedHome℠

This document describes the User Interfaces and controls for the Connected Home panel and automation system. The Connected Home system is a centralized smart LCD control panel (Connected Home panel) that enables and simplifies home security, home control, energy management, home healthcare, and other services. The control panel uses wireless technology to communicate with a broad set of wireless peripherals and sensors. The Connected Home panel communicates with a centralized 24/7 monitoring system, smart phone or a remote system via cellular wireless or broadband technologies. The panel is accessible via an easy to use touch screen interface as well as from any web browser or smart phone. The Connected Home panel platform uses an ARM processor and Android operating system.

CERTIFICATION

Intertek

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Conforms to UL Std. 1023, 985 & 1635

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USER MANUAL

CONGRATULATIONS!

Dear valued customer,

We'd like to thank you for making the decision to add our all NEW and IMPROVED Connected Home service. This service represents a dramatic step forward for Home Security. Connected Home is more than just 24/7 professional monitoring, it is a home automation and control platform, giving you access and control over what is going on in your home at all times. It includes tons of great features, including the ability to arm and disarm your system remotely from your smart phone, tablet, or computer, infrared "night vision" high definition cameras, a touchscreen alarm panel, and many new remote notification features. You can also use this system to remotely control door locks, lighting, garage doors, thermostats, and more.

To take full advantage of the power of this amazing device you'll want to download the free Suddenlink Security app to your smartphone or tablet. This will be your link to your home when you are away, keeping you connected and ensuring you have the control you need. We've tried to make the panel easy to use, and provide this manual as a reference to help you take advantage of all the features available. If you have questions, please visit help.suddenlink.com for more information.

Welcome to the future!

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HARDWARE OVERVIEW

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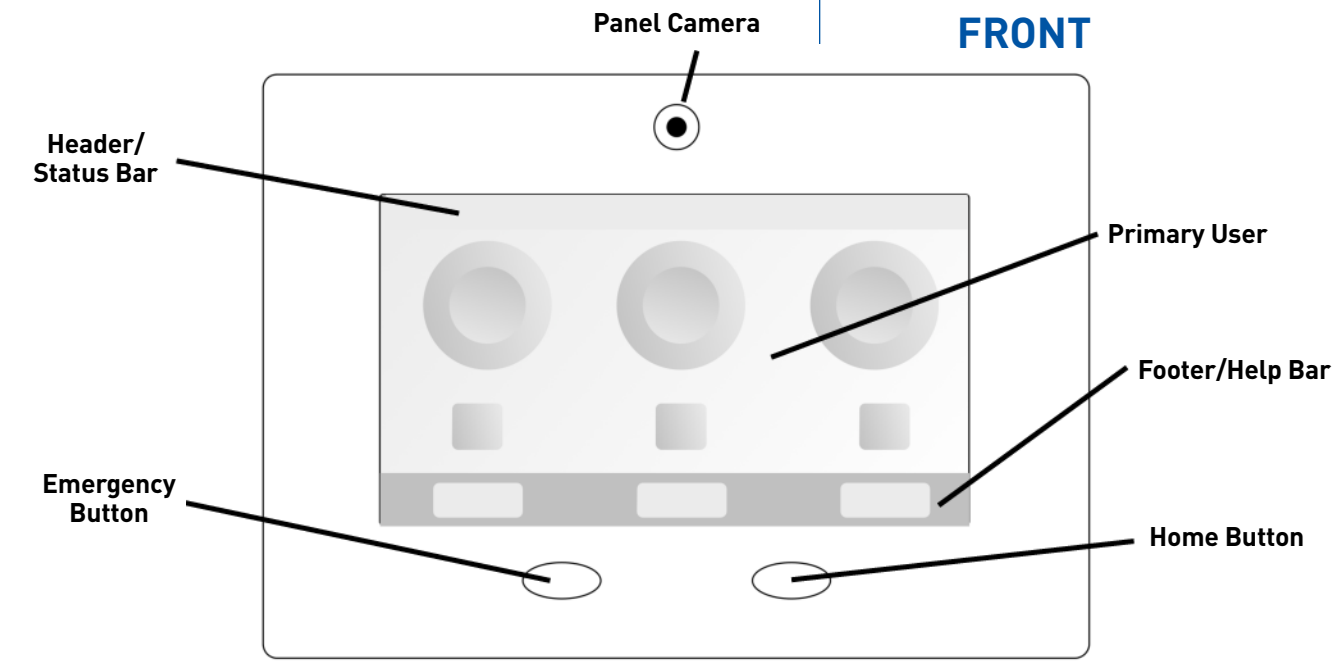
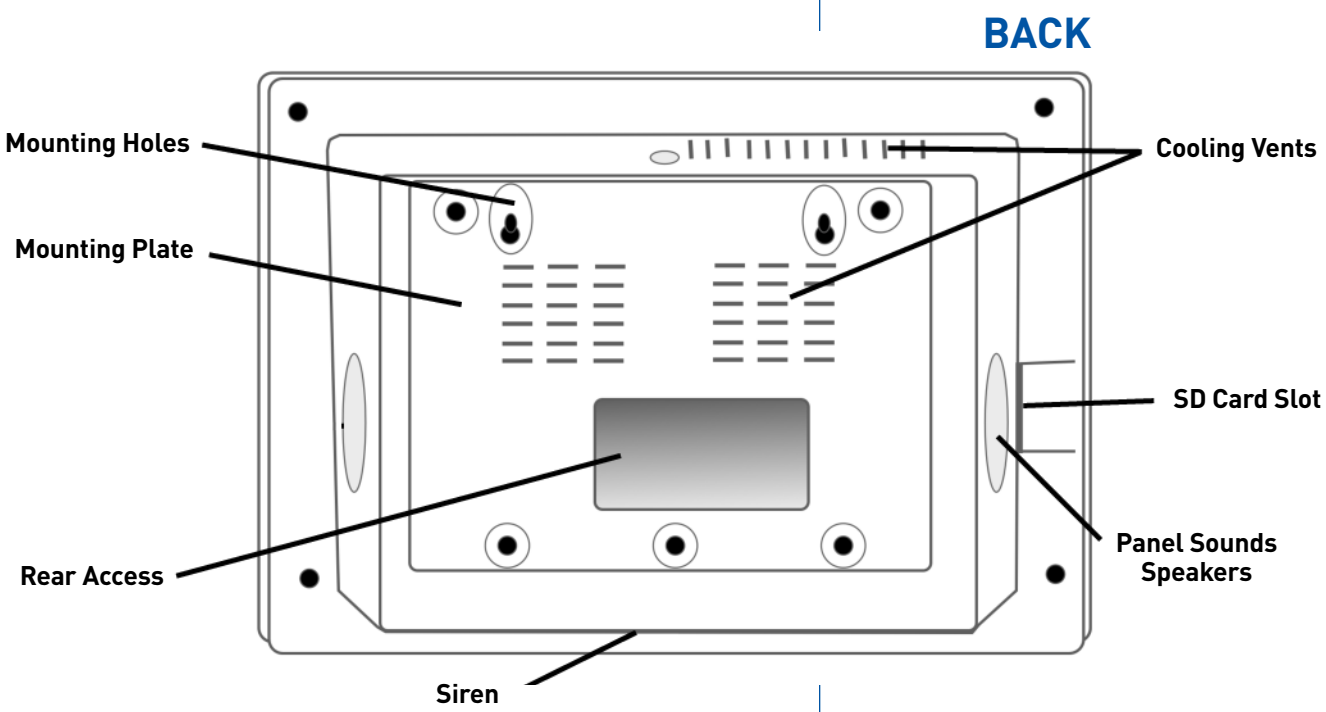
FRONT



BACK



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EMERGENCY BUTTON

Below the 7" Touchscreen are two buttons: Emergency and Home.

The Emergency Button is marked with a "+" sign. This button can be pressed at any time, regardless of the panel's status or the page currently displayed on the screen.

When pressed, the Connected Home panel will display the emergency services page, with access to police, fire, and medical emergency alarms.

EMERGENCY TYPE

Select the icon that represents your emergency type. As soon as you tap the icon the siren will sound and an "emergency sent" message will appear.

FIND IT

WHOOPS!

If you press the emergency button by mistake, simply tap the "Home" button or click "Back" to return to the previous page.

SILENCE SIREN

For medical and fire emergencies you can silence the siren by pressing the green button.

CANCEL REQUEST

To cancel an emergency request press the "Cancel" button. For security purposes, you will be required to enter a **valid user code.**

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ALARM EVENTS

When the alarm is triggered the Connected Home panel will sound the siren and display a red alarm screen.

The Connected Home panel will automatically contact our monitoring center using the built-in cellular connection.

To disarm, touch the screen and enter your passcode.

POLICE

When the system is armed and the alarm is tripped or you touch the "Police" emergency button, the alarm sounds with the "Intrusion" siren.

FIRE

When a Smoke or Carbon Monoxide detector is triggered or someone taps the "Fire" panic on the Connected Home panel, the alarm sounds with the "Fire" siren.

MEDICAL

When a customer presses their Connected Home Pendant or indicates a "Medical" emergency from the Connected Home panel, the alarm sounds with the "Medical" siren.

FALSE ALARM

In the event of a false alarm, press disarm and enter your user code. If your system is monitored, be ready to provide your verbal password if contacted. If you are unable to provide the correct verbal passcode, the authorities may be contacted.

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EMERGENCY PANIC

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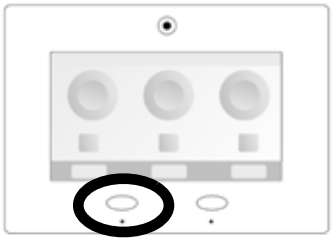

When you press the Emergency Button the Emergency Panic screen appears. Touching any of the buttons will trigger an alarm manually.

POLICE

An "Intrusion" alarm is triggered when you touch the "Police" panic button. (touching "Silent" triggers a silent alarm.)

For your security, once a police siren has been triggered it cannot be silenced without a passcode.

The alarm will sound until you touch "Cancel".

Note: Touching "Cancel" requires your user code and will cancel the alarm reported to us.

FIRE

A "Fire" alarm is triggered when you touch the "Fire" panic button.

Note: There is no "Silent" function on the button itself, but once you touch it you can silence it.

The alarm will sound until you touch "Cancel" or touch "Silence Siren".

Note: Touching "Cancel" requires your user code and will cancel the fire alarm reported to us.

MEDICAL

A "Medical" alarm is triggered when you touch the "Medical" panic button. (touching "Silent" triggers a silent alarm.)

When the alarm is going off you can cancel it (requires passcode) or silence it until authorities arrive.

If you create a silent alarm only the"Cancel" button appears. Touching it requires your user code and will cancel the alarm reported to us.

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HOME SCREEN OVERVIEW

ConnectedHome℠

HOME SCREEN

The home page is the primary page shown on the Connected Home panel. It is the first page the user will see, and it is the default page when the user pushes the home button on the panel. It is divided into three sections: The Header/Status Bar, the Primary User Interface, and the Footer/Help Bar.

The home page displays the most important and most frequently used apps. It allows the user to arm or disarm the security system; monitor the overall status of the system; view weather, time, and date information; and execute various security, home control, and other functions of the system.

FIND IT

Header or Status Bar

Primary User Interface

Footer or "Help" Bar

TOUCHSCREEN

ALERTS

UPGRADE SERVICES

7" TOUCHSCREEN

In an emergency you need an immediate response to your touch, so we built the Connected Home panel with a 7" RESISTIVE TOUCH screen so it even works with gloves, fingernails, etc.

ALERTS

The Connected Home panel uses a common alert system to draw your attention to various items. When you see the alert, touch the screen to find out what information is being shared.

UPGRADE SERVICES

The Connected Home panel is always improving. As new features are developed they may be made available to you. Contact Suddenlink for details.

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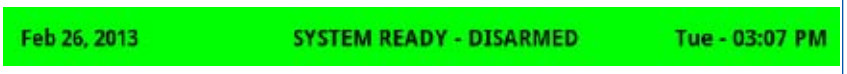
HEADER/STATUS BAR

ConnectedHome℠

STATUS TYPES & COLOR CODES

The header bar is color coded based on system status, and shows the date, time, and current status.

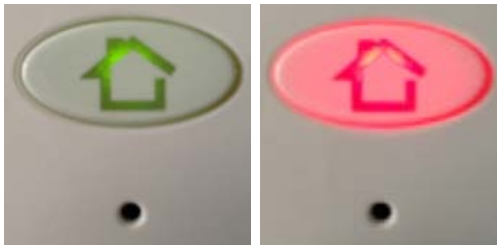


The green header is labeled "System Ready – Disarmed" and indicates that all of the sensors are closed and the system is ready to be armed.

The yellow header is labeled "System Not Ready – Disarmed" and indicates that one or more of the sensors are open. Touch this yellow bar to see a list of open sensors.

The red header is labeled "System Armed" and indicates the arming type (Stay or Away) Note: When armed, the home button and panic button will glow red.

The Connected Home panel's "Panic" and "Home" buttons also illuminate to show panel status.

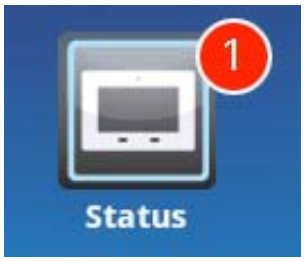


GREEN LED WHEN DISARMED **RED LED WHEN ARMED**

To save battery life, these LED lights will NOT illuminate if the Connected Home panel is running on battery only (during a power outage).

STATUS

If you want to know whether your sensors are open or closed, touch the "Status" app on the home screen.



CHECKING STATUS OUTSIDE THE HOME

You can also see the status of your home from your connectedhome.suddenlink.com mobile application, or from any web browser by logging into your account.

Available on the App Store

Available on the Android Market

Go to your device and search for **connectedhome.suddenlink.com**

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ARMING

The first icon on the home screen is used for arming and disarming.

Press To Arm

This coincides with the green "System Ready" message in the Header/Status Bar and indicates the system is currently disarmed, ready to arm. Touching this icon will produce the various arming options.

BYPASS

Bypass sensors easily by checking the buttons next to the sensor name on the right side of the screen. The panel even shows you the status of each device for easy reference.

ARM STAY

Arming in "Stay" mode indicates that people will remain inside the home while the system is armed. Devices such as the Connected Home Motion and the Image Sensor may not be activated in this mode. We encourage users to activate this regularly, especially as they retire for the evening.

ARM AWAY

Arming in "Away" mode indicates that the home will be vacant while the system is armed. All devices, including the Connected Home Motion and the Image Sensor will be activated in this mode. We encourage users to activate this whenever they leave home.

FIND IT

ARMING OPTIONS

EXIT SOUNDS

The panel beeps as the arming timer counts down. You can silence these beeps before you choose an arming type.

ENTRY DELAY

The panel will give you time to disarm once a "delay door" has been opened. Turn this off with a touch.

COUNTDOWN TIMER

When you arm "Away" a timer will appear, giving you time to leave the home before the system is activated.

NEED MORE TIME?

Extend your countdown timer for "Away" mode arming by touching the +60 button.

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DISARMING

The first icon on the home screen changes appearance when the system is armed.

ARMED

When the system is armed, whether in "Stay" or "Away" mode, the icon turns red and appears "locked." To disarm, tap this icon.

If a "delay" door is opened the panel will go into a countdown, allowing the user time to enter their code without triggering the alarm. The camera will take a picture and save the image in the Camera app.

DISARM PHOTOS

When you disarm the system from the panel, the built-in Connected Home camera will automatically take a photograph and store it in your Camera app, along with the date and time the panel was disarmed. (Note: If an invalid user code was attempted, the system will log this as well)

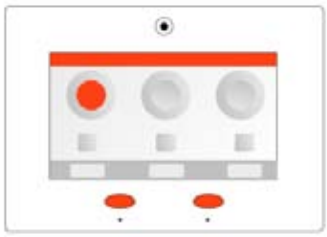
ALARM VIDEOS

If the system is not disarmed within the allotted time or a non-delay door is opened, the siren will sound and the camera will record 4 minutes of live video, stored on the panel for later review.

FIND IT

COLOR CODED STATUS

The Connected Home panel is designed to make knowing panel status easy. When armed, the buttons, arming button, and header bar will all appear red.



QUICK EXIT

QUICK EXIT (STAY MODE ONLY)

Need to grab the paper? Let the dog out? Head to work early and don't want to wake those asleep?

When the system is armed, press "Quick Exit" for a 120 second period where you can open doors without deactivating the system.

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WEATHER

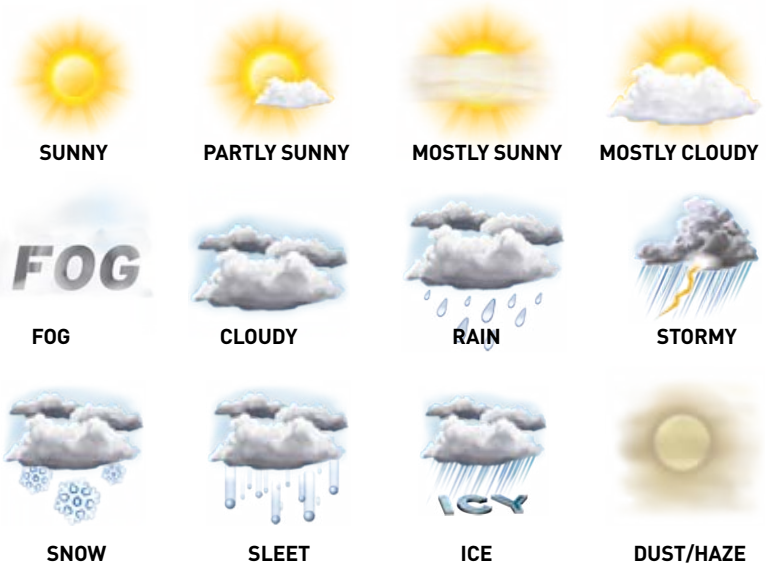
The second icon on the home screen is for weather.

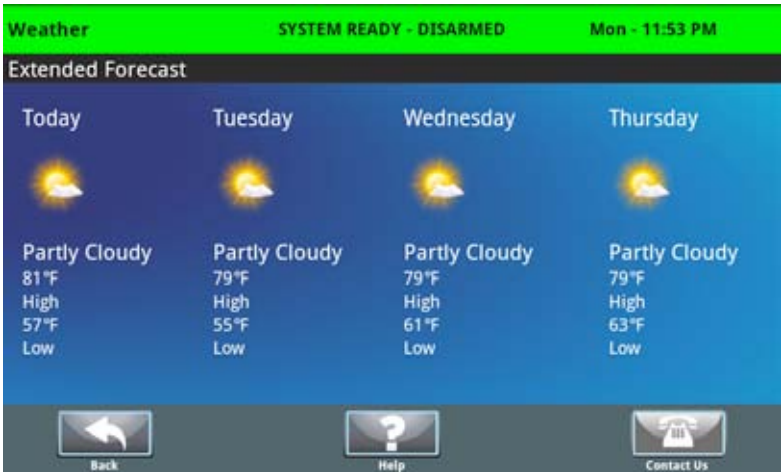
TODAY'S FORECAST

Today's forecast is displayed on the weather icon with a graphical representation of expected precipitation, as well as the High and Low temperatures for the day.

PRECIPITATION

The forecasted precipitation will be depicted visually on the Connected Home panel, and will change based on the day's outlook.





FIND IT

LOCATION

Your weather reporting is based on your location, which is set by your dealer. When the Connected Home panel is installed your dealer indicates your zip code in your connectedhome.suddenlink.com account.

FORECAST

4

DAY FORECAST

If you touch the weather icon, you will get a four day weather forecast.

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CAMERA/VIDEO

The third icon on the home screen is the Camera/Video app.

CAMERA/VIDEO APP

The Camera/Video app is used to access both the Connected Home camera as well as up to 5 Image Sensors learned into your panel.

DISARM PHOTOS

The Connected Home panel will automatically take a photo every time a user attempts to disarm the panel. The 20 most recent images are saved in the Camera app under "Disarm Photos" and stores the date, time, and whether the code used was valid.

IMAGE SENSOR

The Connected Home panel can support up to 5 Image Sensors. When pictures are taken, they will be saved and can be viewed from this app.

FIND IT

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STATUS

The first icon on the second row is Status.

STATUS APP

The Status app is divided into four sections: Current Status, Alerts, Alarms and History.

CURRENT STATUS

The individual security sensors are listed by zone/area. The status and settings for each of the sensors are shown in a list. If more than one page is required for the whole list, use the "Page Up" and "Page Down" buttons to see the entire list. To see the history for a specific sensor, click "View."

ALERTS

Alerts are messages about tampered sensors, low batteries, and failed communications. The total number of unacknowledged Alert messages appear in the red bubble counter on this tab.

The user may acknowledge each message separately, which will then eliminate the message from the list.

ALARMS

Alarms lists all unacknowledged messages about alarm events.

HISTORY

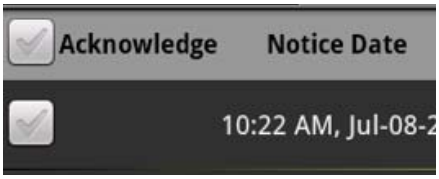
The last tab displays a history for all sensor activity connected to the Connected Home panel. The system will store up to 100 events in the history listing.

FIND IT

ALERTS

If the Connected Home panel is reporting a new issue, it will display a bubble above the app showing the number of new items that may require your attention.

ACKNOWLEDGE



Acknowledge a single alert by tapping the check box to the left. Acknowledge all the alerts by tapping the check box at the top.

FILTER

You can view specific results by touching the "Filter" button.

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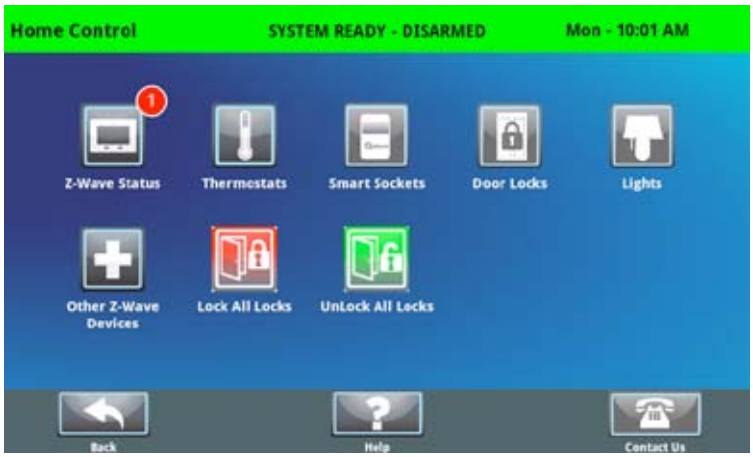
HOME CONTROL

The second icon on the second row is Home Control.

HOME CONTROL
Control your home automation devices from the panel's interface.



Z-Wave Status
See the status of all your Z-Wave sensors.

Door Locks
See the current status of each lock, send "lock" or "unlock".

Thermostat
See the current temperature, adjust target temps as desired, switch from heat to cool, auto or off.

Lights
Control light modules from the Connected Home panel to turn lights on or off as needed.

Smart Socket
Control each side of the smart socket, see current energy usage.

Other Z-Wave Devices
Pair other Z-Wave devices with the panel and operate their functions from this section.

Lock All Doors
Sends a "lock" command to all doors.

Unlock All Doors
Sends an "unlock" command to all doors.

FIND IT

Z-Wave Status

Thermostat

Smart Socket

Door Locks

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APPLICATIONS

The third icon on the second row is Apps.

APPS

Since the Connected Home panel is built on the Android operating system, you have access to a variety of useful applications, and more to come as they are developed.

CLEAN SCREEN

Pressing this will completely deactivate the touchscreen for 30 seconds, giving you time to clean it off. Press the home button to reactivate.

SAFETY SENSORS

Learn sensors into non-alarm locations such as pool gates, cleaning supply, interior doors, and other items that pose a safety hazard to family.

HISTORY

See a complete history of all the panel's sensors and systems. (Most recent 100 items are displayed)

ALERTS

See what issues the panel may be experiencing.

PHOTO FRAME

Turn your Connected Home panel screen into a digital photo frame when it's not being used.

SOUND SETTINGS

Adjust the sound settings for every aspect of your Connected Home panel.

FIND IT

ANDROID DEVELOPERS

The Connected Home panel is built on Android, which allows Suddenlink to add apps developed by our team as well as by others in the Android Developer Community.

NOTE: For security purposes, the Connected Home panel is not open to the Android Market.

Because the Connected Home panel is built on the Android platform, new applications are sure to appear in the future. These new apps will appear on your panel using the upgrade services inside in your panel.

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SAFETY SENSORS

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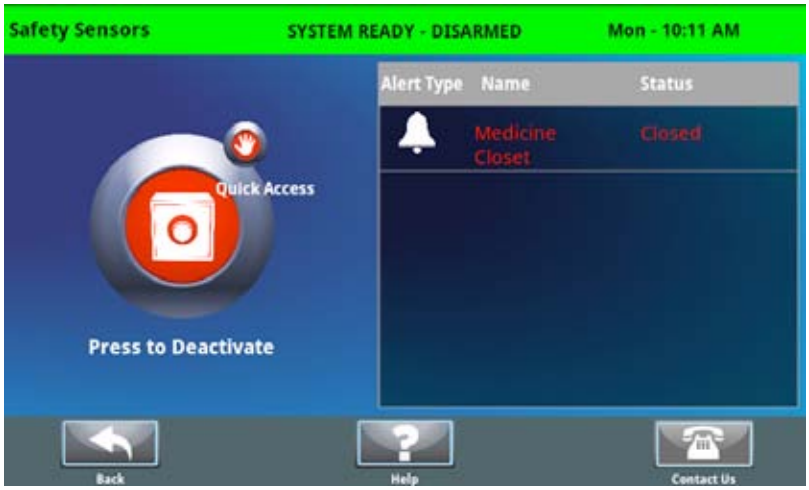
Safety Sensors are created when the system is installed, and can be accessed from the Apps page.

SAFETY SENSORS
A way to protect specific areas of your home without triggering false alarms.



Safety sensors function independently from the intrusion security system on the Connected Home panel. Safety sensors provide warning information via voice prompts and/or chimes. The warning notifications will be announced anytime that a safety sensor is opened or closed (or motion detected for motion sensors). Safety sensors are defined at the time of installation.

The Safety Sensor app allows the user to manage safety sensor behaviors. Functions are provided to Disable (turn off) the warning notifications, Quick Access (temporarily turn off the warning voice prompts and chimes), and to Enable (turn on) the warning notifications.

The right side of the display includes a list of all of the safety sensors by name and their respective status information (open, closed, or active). The left side of the display contains the safety sensor control functions.

HOW TO DISABLE SAFETY SENSORS

To turn off all of the safety sensor voice prompts and chimes, press the "Deactivate" button on the left side of the display, then enter your user code to authorize. Once disabled, safety sensors will not chime or set off the alarm.

FIND IT

ARMED ALARM

If a safety sensor is opened while the system is armed, then the intrusion alarm will not trip and the system will remain in the armed state.

QUICK ACCESS

Need to access a safety sensor? Open the Safety Sensor app and press "Quick Access." You will have 300 seconds to open and close the sensor without triggering the chime.

SENSOR LOCATIONS

The following could be great areas of the home to place a safety sensor:

- Pool gate
- Garage door
- Home office
- Toddler bedroom door
- Gun safe
- Medicine cabinet
- Tool shed
- Utility room
- Cleaning supply closet

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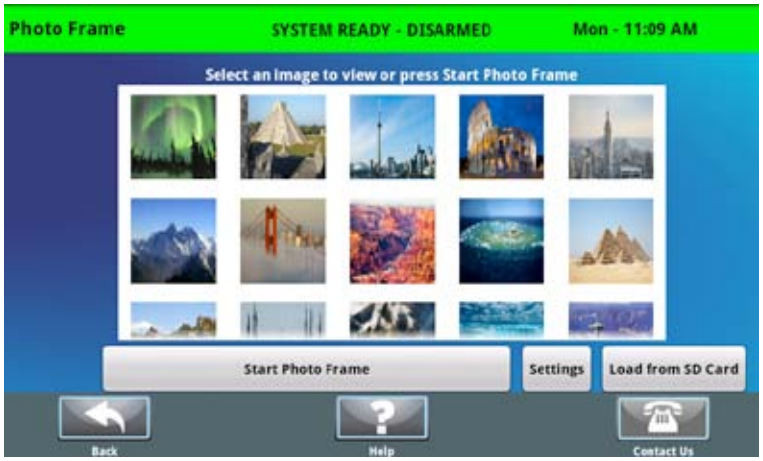
PHOTO FRAME

Press "Apps" and then select "Photo Frame."

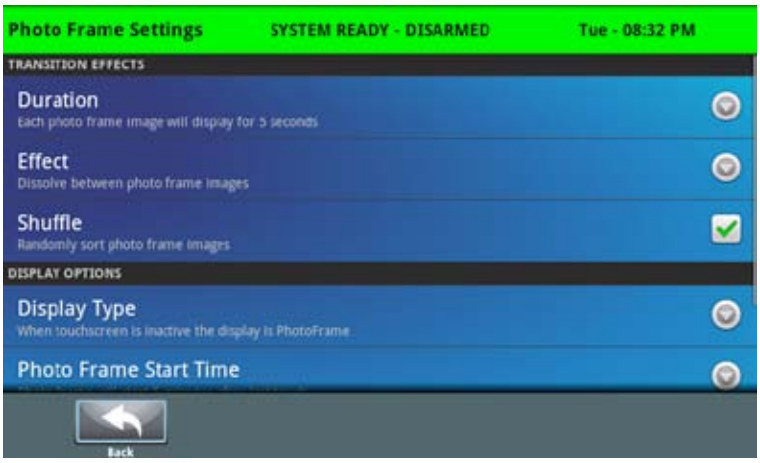
PHOTO FRAME SCREENSAVER

You can turn your Connected Home panel into a digital photo frame with pre-loaded images or your own pictures. This not only disguises it in your home but adds to your decor.

When you open the Photo Frame app, you will see thumbnails of the images saved in the panel, as well as buttons to play slideshow now, edit your settings, and load new images.



Tapping the "Settings" icon will allow you to access settings to customize your photo frame experience with preferences like duration and effects.



FIND IT

PREVIEW

To preview a photo, touch the picture from the Photo Frame app. It will expand to full screen. To exit, touch the screen again.

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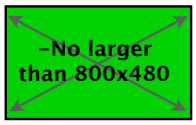
ADDING YOUR OWN PHOTOS TO PHOTO FRAME

STEP 1 Insert a SD Card* into your computer.

**We recommend using a "class 4" or higher SDHC card with 4gb –16gb storage space.*

STEP 2 Copy the images you want on your panel onto the SD Card. Please note the requirements for your photos:



STEP 3 Safely eject the SD Card from STEP your computer.

STEP 4 Insert the SD Card into the slot on the left side of the Connected Home panel.

**Do not insert SD Card into panel if panel is off.*

Insert card with the label facing you

Card will slide all the way in.

STEP 5 Touch "Apps"

STEP 6 Touch "Photo Frame"

STEP 7 Touch "Load from SD Card"

STEP 8 Choose one of the following

"Replace" deletes the existing photos and saves the new ones in their place. "Add" adds your new photos to the ones already on the Connected Home panel.

STEP 9 Once the photos are loaded they will appear in the preview pane. Press "Start Photo Frame" to test.

FIND IT

REMOVING THE SD CARD

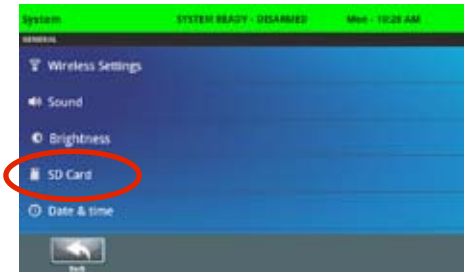
Once you are done with the SD Card you need to safely remove it.

From the home screen, touch "Settings"

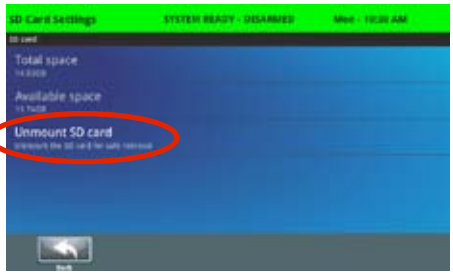
Enter your user code

Touch "System Settings"

Touch "SD Card"



Touch "Unmount SD Card"



Remove the SD Card from the back of the Connected Home panel

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SOUND SETTINGS

The sound settings are located within Apps or inside panel settings.

SOUND
Change the way the Connected Home panel makes noise.

The Connected Home panel's sound settings are completely customizable. To edit your sound preferences, tap the "Sound" icon located in "Settings" or inside the "Apps" folder on the home screen.

The following can be toggled on or off individually for sensors, the Connected Home panel, or safety sensors:

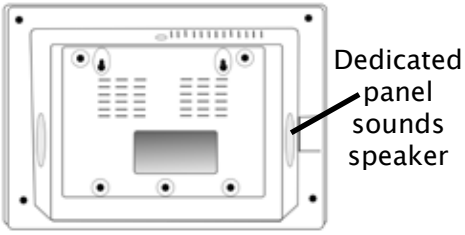
-Panel voices (verbal commands and announcements)
-Panel chimes (beeps, tones, etc)

Volume
Master volume for panel speakers
Edit Chimes
Customize sounds for individual sensors
VOICE SETTINGS
All Voices
Allowing panel to vocalize actions for sensors, system notifications, and safety sensors is Enabled
Sensors
Use panel voice to report sensor actions
Panel
Use panel voice to report system notifications
Safety Sensors
Use panel voice to report safety sensor actions
CHIME SETTINGS
All Chimes
Allowing panel to emit chimes for sensors, system notifications, and safety sensors is Enabled
Sensors
Use panel chimes to report sensor actions
Panel
Use panel chimes to report system notifications
Safety Sensors
Use panel chimes to report safety sensor actions
TROUBLE BEEPS
All Trouble Beeps
Allowing panel to emit trouble chimes for sensors and panel is Enabled
Sensor Low Battery
Emitting chime periodically when a sensor reports a low battery is Enabled
Sensor Tamper Beeps
Emitting chime periodically when a sensor reports tampering is Enabled
Panel Tamper Beeps
Emitting chime periodically when the panel reports tampering is Enabled
Edit Trouble Beep Chimes
Customize Trouble Beep Chimes
Trouble Beeps Timeout
Emit trouble beeps every 3 minutes

FIND IT

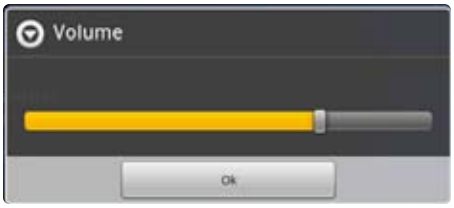
SPEAKER

The panel sounds will emit from the speaker on the left side of the screen.



MASTER VOLUME

Selecting "Volume" allows you to control the Connected Home panel's master volume. To adjust, touch the bar on the slider and move it from left to right.



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SETTINGS

The first icon in the footer/help section is "Settings."

SETTINGS

Inside settings you'll access a variety of options to customize the panel's interface and abilities to your location and situation. A code is required to access this part of the system.

Users have the ability to adjust various settings to customize their experience. To access this area you will need to enter your master code.

USER SETTINGS *(REQUIRES MASTER CODE)*

Note: Some features and settings are only accessible by us, so you may see them "greyed out". We will be happy to change these settings for you.

FIND IT

MASTER CODE

In order to access the system settings you'll need to enter the MASTER CODE on the account.

To add, edit, or delete user codes, select "User Management" in "Settings".

While the account can have many different codes, only the master code has permission to adjust system settings.

DEFAULT CODE

For security purposes the default master code should be changed when the system has been installed in your home:

DEFAULT MASTER CODE:

1234

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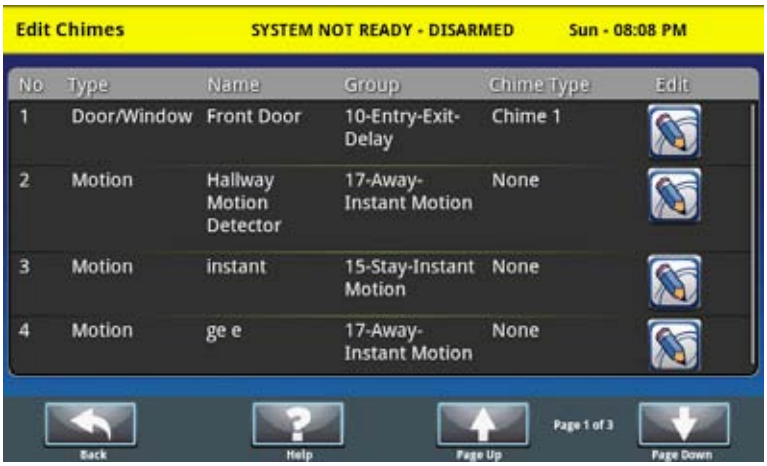
EDIT SENSOR

Edit the name and behavior of a sensor in the system.

EDIT SENSOR
Change the name of individual sensors.



To edit a sensor, click on the "Edit" button on the right side of the sensor list and you will see a page displaying all the sensor details. This includes the sensor name, chime type, and whether voice prompts should be on or off.

Make any changes you like and click "Save" to exit.

FIND IT

CUSTOM TEXT TO SPEECH

Because the Connected Home panel uses an Android operating system, it can read almost any name and speak it when the sensor is opened.

Customize your system with specific names like "Megan's Upstairs Window"

To customize a sensor name, select "Custom Description" under "Sensor Name".

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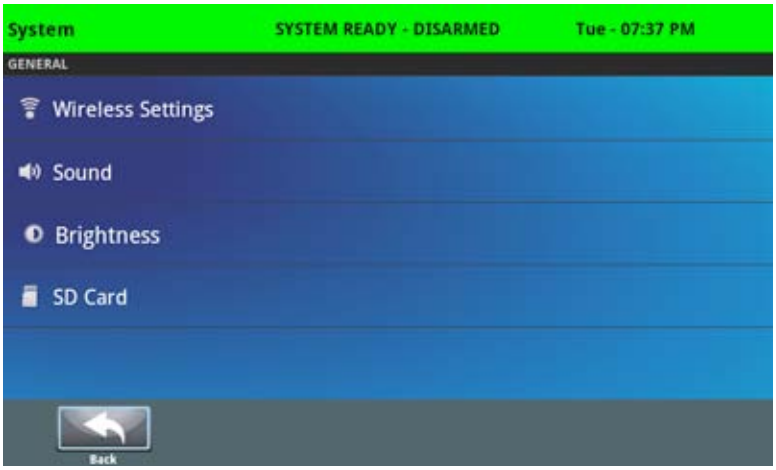
SYSTEM SETTINGS

From the home page, press "Settings" and then "System Settings."

SYSTEM SETTINGS
Access your basic system settings like WiFi, sound, and display settings.



Wireless Settings
View your current network or connect to new ones.

Sound
Adjust the sound settings for your Connected Home panel.

Brightness
Change the Connected Home panel's brightness.

SD Card
See whether the Connected Home panel detects an SD Card, and safely "eject" that SD Card when you are done using it.

FIND IT

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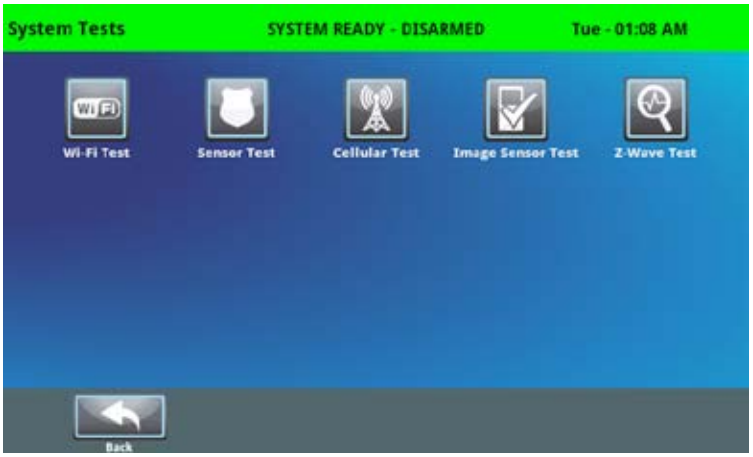
SYSTEM TESTS

Press "Settings" and select "System Tests"

SYSTEM TESTS
Test your panel's systems to ensure everything is running accurately.

The Connected Home panel provides a variety of different tests you can use to make sure everything is communicating accurately and effectively.

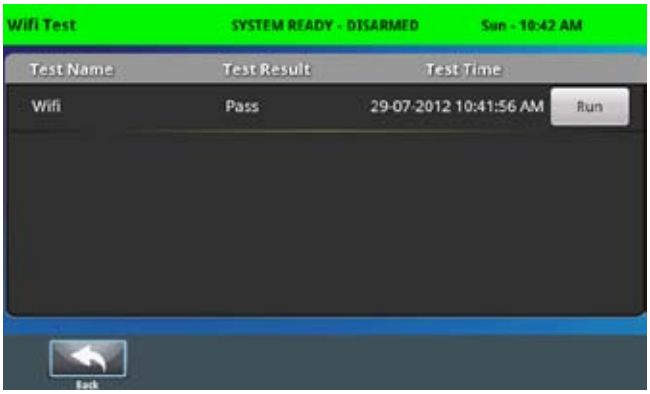


FIND IT

TEST WEEKLY

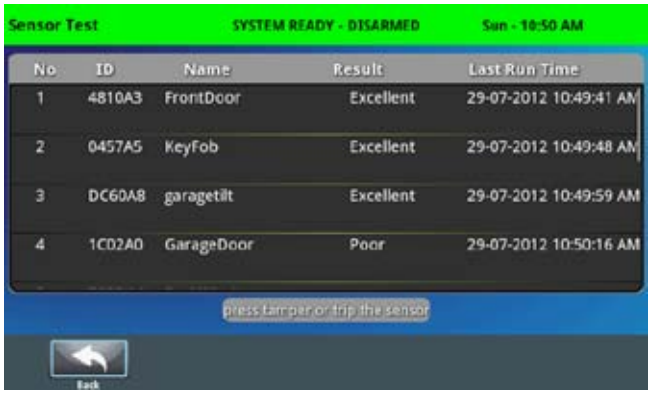
You should test your system weekly. Contact us for details on how to perform your tests.

WiFi TEST



Test your WiFi connection to ensure it's working properly. **Please note:** The test will check the panel's connection to your network or router, but will NOT verify if the router has internet connectivity.

SENSOR TEST



Performing a sensor test should be done regularly. We recommend at least once per week to ensure you catch any issues before they become problems.

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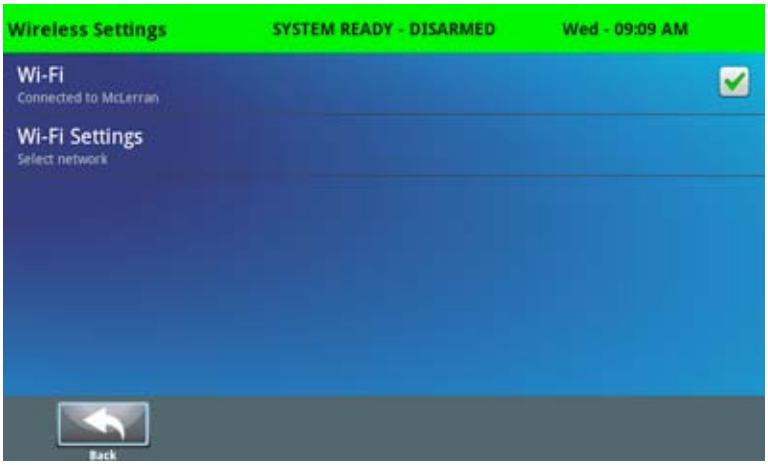
WIRELESS SETTINGS

WiFi settings are found inside “Settings” under “System Settings”.

WIRELESS SETTINGS

Connecting to a local WiFi network will allow a wide variety of features and benefits.



To connect to your WiFi, follow the steps below:

Press “Settings”

Enter your master code

Select “System Settings”

Select “Wireless Settings”

Select “WiFi Settings” and choose your network from the list

Enter your network password (if required)

FIND IT

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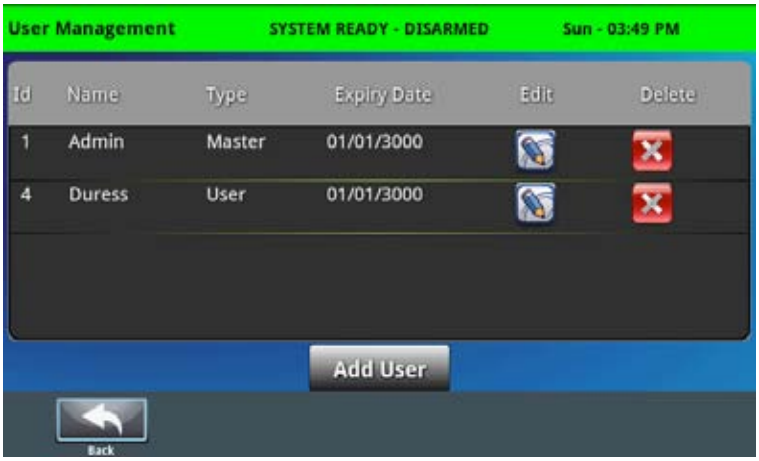
USERS

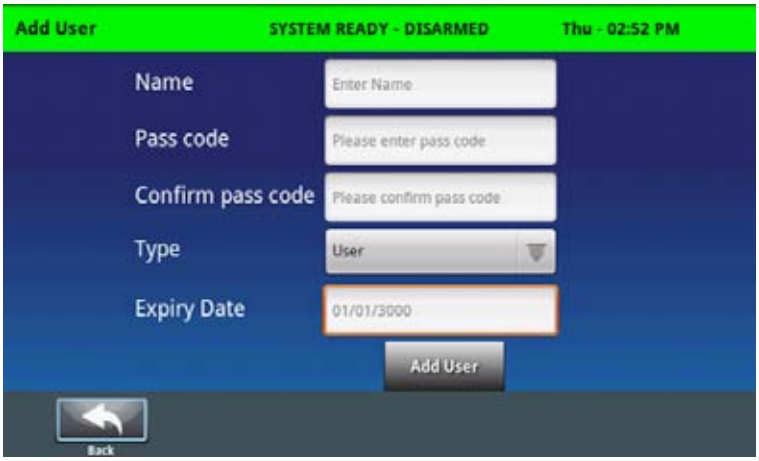
Access "User Management" in the "Settings".

USERS
Add, delete, or edit the names, access levels and individual passcodes for those who access your system.



The Connected Home panel allows different users to operate the system. Each user has a unique user code so that the Connected Home panel can track who logs into and out of the system.

To access User Management, press the "Settings" button and enter your master code. Then tap "User Management." Users have the option to add, edit, or delete users by pushing the corresponding buttons on the screen. Make the desired changes and tap "Save" to exit.



FIND IT

AUTO-UPDATE

ConnectedHome℠

When you make a change to a user, it will automatically update the information on your connectedhome.suddenlink.com account.

If you make a change to a user on your connectedhome.suddenlink.com account, it will automatically update the information on your Connected Home panel.

CODE TYPES

You can create users in the following categories:

Master: Access panel functions as well as system settings.

User: Access panel functions, but NOT system settings

Guest: Used to give access to those users who will only use the panel on a temporary basis.

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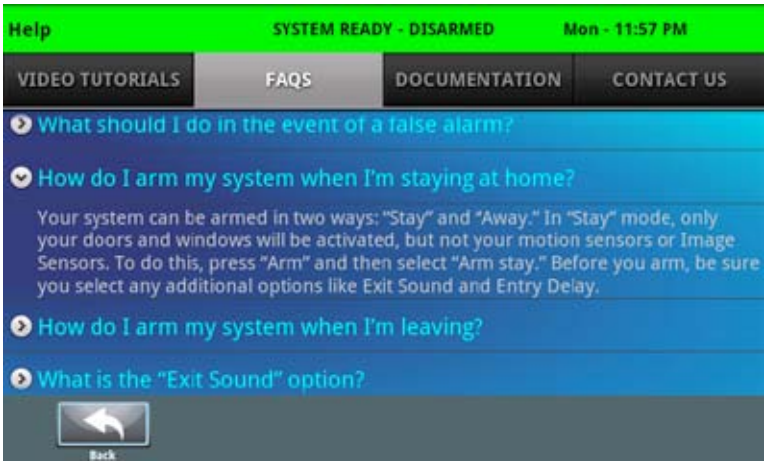
HELP

The second icon in the footer is "Help"

HELP APP

The "Help" app is divided into four sections: Video Tutorials, FAQs, Contact Us, and Documentation.

To watch a video, select the Video Tutorials tab and press "View".


Help
SYSTEM READY - DISARMED
Mon - 11:57 PM
VIDEO TUTORIALS
FAQS
DOCUMENTATION
CONTACT US
What should I do in the event of a false alarm?
How do I arm my system when I'm staying at home?
Your system can be armed in two ways: "Stay" and "Away." In "Stay" mode, only your doors and windows will be activated, but not your motion sensors or Image Sensors. To do this, press "Arm" and then select "Arm stay." Before you arm, be sure you select any additional options like Exit Sound and Entry Delay.
How do I arm my system when I'm leaving?
What is the "Exit Sound" option?
Back

The Connected Home panel displays a long list of common questions and their answers.

FIND IT

VIDEO TUTORIALS

The built-in library of video tutorials includes video instructions on common questions like "User Codes" and "Connecting WiFi".

FAQS

The Connected Home panel also has a tab with frequently asked questions that allows a user to find answers to the most common questions.

To access these questions, tap the "Help" icon and select "FAQs". The questions appear in a list and can be expanded by touching the arrow to the left.

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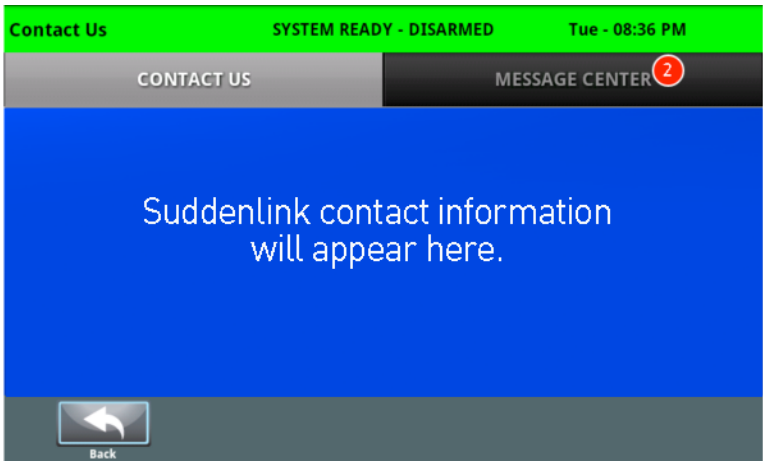
CONTACT US

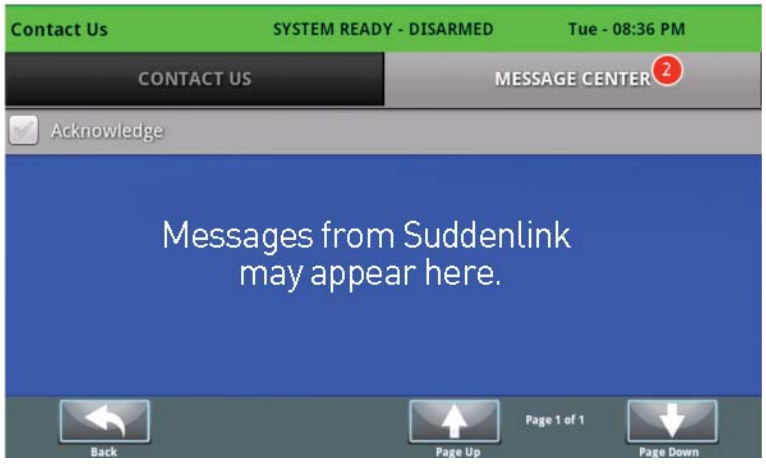
Select the "Contact Us" icon in the bottom right corner.

CONTACT US
An easy way to find contact information.

Touching this icon will bring you to a page with our contact information.



The Message Center tab holds messages from our professionals. To dismiss a message, touch the box to the left of the date and time.



FIND IT

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NOTICE

This document is subject to change without notice. Suddenlink assumes no responsibility for errors or omissions and disclaims any liabilities and losses experienced as a result of using this document. For the most recent documentation, contact Suddenlink or visit us online at suddenlink.com/security. The Connected Home panel (the "Product") and the use of this Product may be covered by one or more patents.

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A. Software license Agreement Important. This software license agreement ("Agreement") is a legal agreement between Suddenlink and You. Read the following terms and conditions before installing or using the software installed on the Product (the "Software"). This Agreement provides a license from Suddenlink to use the Software on the Product. It also contains warranty information, disclaimers, and liability limitations. Installing and/or using the Software confirms Your agreement to be bound by these terms and conditions. If You do not agree with these terms and conditions, do not install or use the Software or, if already installed, immediately cease all use of the Software.

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E. General. Any materials provided to You by Suddenlink shall not be exported or reexported in violation of any export provisions of the USA or any other applicable jurisdiction. Any attempt to sublicense, assign, or transfer any of the rights, duties, or obligations hereunder shall be void. This Agreement shall be governed by and interpreted under the laws of the State of California, United States of America, without regard to conflicts of law provisions. You hereby consent to the exclusive jurisdiction of the state and federal courts located in Santa Clara County, California, to resolve any disputes arising under or in connection with this Agreement, with venue in Santa Clara County, California.

F. Acknowledgment. You acknowledge that You have read and understand this agreement and agree to be bound by its terms. You further agree that this agreement is the complete and exclusive statement of the agreement between You and Suddenlink, and supersedes any proposal or prior agreement, oral or written, and any other communication relating to the subject matter of this agreement.

G. Intended use. Use the Product for its intended use only; refer to the user documentation. Any use other than the Product's intended use will void any applicable warranties. For the latest product information, contact Suddenlink.

H. FCC compliance. Changes or modifications not expressly approved by Suddenlink can void the user's authority to operate the Product. This Product has been tested and found to comply with FCC Rules. This Product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this Product does cause harmful interference to radio or television reception, contact Suddenlink.

I. WARNINGS.

Warning: Do not connect the Product to an AC receptacle that is controlled by a switch.

Warning: Do not connect the Product to a High Power AC receptacle.

Warning: This Product should be installed in accordance with the National Fire Alarm Code, ANSI/NFPA 72, (National Fire Protection Association, Batterymarch Park, Quincy, MA 02269). Printed information describing proper installation, operation, testing, maintenance, evacuation planning, and repair service is to be provided with this Product.

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SOFTWARE LICENSE AGREEMENT (CONT.)

Warning: Owner's instruction notice: The Product is not to be removed by anyone except Suddenlink.

Warning: This Product and all sensors associated with it (collectively, the "System") should be tested once a week.

Warning: This System must be checked by a qualified technician at least once every three (3) years.

Warning: Users are advised to create their own Fire and Emergency Evacuation plan. Information to create a plan can be found at the following website, National Fire Protection Association (http://www.nfpa.org/categoryList.asp?categoryID=1979), United States Fire Administration (https://apps.usfa.fema.gov/publications/) or via other equivalent agencies.

Warning: This System cannot call the local police station directly ... all Police Panic Alarms and Intrusion Alarms will be sent to the central monitoring station who will then handle calling the local police as necessary. The Product cannot be configured to call the local police station.

Warning: This System cannot call the local fire station directly ... all Fire Panic Alarms and Fire Detection Alarms will be sent to the central monitoring station who will then handle calling the local Fire Department as necessary. The Product cannot be configured to call the local Fire Department.

Warning: This System cannot call the local medical emergency personnel directly ... all Medical Panic Alarms will be sent to the central monitoring station who will then handle calling the local medical emergency personnel (often 911 personnel) as necessary. The Product cannot be configured to call the local medical emergency personnel (nor local 911 services).

Warning: Electrical powered device. Only Suddenlink personnel should unplug the system or battery.

Warning: Battery Capacity Detection: The battery will be automatically monitored for low battery capacity. Warning messages will be sent to the Product and to Suddenlink informing the customer of the low battery condition (this occurs whenever the current battery capacity falls below 30% of the fully charged capacity). The Product will also provide optional trouble beep warnings for the low battery conditions. The Product warning messages can be viewed on the Security Status / Alerts Tab.

Warning: Battery Unplugged Detection: The battery will be automatically monitored to detect occurrences of the battery being unplugged. Warning messages will be sent to the Product and to the ADC Backend informing the customer of the unplugged battery. The Product will also provide optional trouble beep warnings for the unplugged battery condition. The Product warning messages can be viewed on the Security Status / Alerts Tab.

Warning: Battery Life: Greater than 5 years with use of the Product according to specifications. Change the battery after 5 years of service.

J. FALSE ALARM WARNINGS

The following warnings cover the likely potential situations that may cause False Alarms Reports (FAR) to be generated.

Cause of FAR: User fails to enter proper pass code or enters the wrong pass code while trying to disarm system.
Prevention: Carefully enter your passcode. Remember your passcode and/or write it down in a safe place that is easily accessible.

Cause of FAR: User fails to exit premise before exit delay timer expires while trying to arm system in Away Mode.
Prevention: Listen to exit beeps and last 10 second voice countdown ... if running out of time, then either press the Extend button to extend the exit delay or press cancel ... and then start the rearming process again once you are ready to leave the premises.

Cause of FAR: User opens a door, but fails to close the door before the exit delay timer expires while trying to arm system in Away Mode, thus causing an exit fault and alarm condition.
Prevention: Be careful to close the door tightly upon exit during the arming process. If an exit fault / alarm does occur, then quickly reenter the home and disarm the alarm.

Cause of FAR: Erroneous fire detection alarm from sensor.
Prevention: During installation, system can be set to require two fire sensor detections prior to generating central monitoring station fire alarm ... note a local fire alarm will still sound to alert the homeowner.

Cause of FAR: Erroneous Carbon Monoxide detection alarm from sensor.
Prevention: During installation, system can be set to require two Carbon Monoxide sensor detections prior to generating central monitoring station gas leak alarm ... note a local fire alarm will still sound to alert the homeowner.

Cause of FAR: Erroneous user fire, medical or police panic alarm generated.
Prevention: Do not press the Emergency button unless there is a real emergency. If the emergency alarm is accidentally activated, then quickly enter the disarm pass code which will then cancel the alarm.

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